

Arlington County Title VI Inquiry And Complaint Processing For Transit

The Arlington County Office of Human Rights has the responsibility of addressing Title VI/Civil Rights inquiries and complaints against the Arlington County Transit systems ART/STAR. Complaints, inquiries and other correspondence related to Title VI/Civil Rights may be received by any Arlington County Office of Human Rights or the public transportation service, ART/STAR. To effectively manage all Title VI/Civil Rights inquiries and complaints, the process to follow is outlined below. Communications having potential Title VI/Civil Rights implications may be received by any Arlington County Office or the public transportation service, ART or STAR will be provided promptly and confidentially to the Arlington County Assistant County Manager for Human Rights.

1. The Assistant County Manager for Human Rights will enter all correspondence with potential Title VI/Civil Rights implications into a log that will provide tracking of the inquiry, the County's response and progress and completion of required actions. All such correspondence will be considered confidential and shared only on a need-to-know basis.
2. The Assistant County Manager for Human Rights will conduct an investigation once the Title VI/Civil Rights inquiry or complaint is received and determined valid.

Investigation of Complaints Procedures

Any person who believes she or she has been discriminated against on the basis of race, color, national origin, religion, disability, sex, age, or sexual orientation by the County Transit Services may file a Title VI complaint within 180 days of the alleged discrimination by completing and submitting the agency's Title VI Complaint Form. The following processes and procedures have been adopted by the County Transit Services as set by the Arlington County Office of Human Rights.

Once a complaint is received, the Assistant County Manager for Human Rights shall review and determine if it has jurisdiction in the case. The Complainant shall be sent an acknowledgement letter informing him/her whether the complaint will be investigated by the Human Rights Office within 10 business days of the date the complaint was received.

The Office of Human Right shall conduct a prompt investigation. The Office of Human Rights has 30 days to investigate the complaint. If more information is needed, to resolve the case, the Office of Human Rights may contact the Complainant in writing requesting the additional information. The Complainant has 10 business days from the date of the letter to send the additional information. If the Office of Human Rights is not contacted or does not receive the additional information within 10 business days, the Office of Human Rights may administratively close the case. The case may also be administratively closed if the Complainant no longer wants to pursue the case.

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After the Assistant County Manager has completed the investigation the Complainant shall be informed in writing: (a) a closure letter that summarizes the allegations and states that there was not a violation of Title VI and that the case is closed; or (b) a letter of findings that summarizes the allegations, the interviews regarding the alleged incident and explains whether disciplinary actions were taken such as additional training of the staff member or other actions that may occur. If the Complainant wants to appeal the decision they may appeal to the Arlington County Manager's Office within 10 business days. The Assistant County Manager's decision will be upheld unless the County Manager finds that it constituted an abuse of discretion.

The Assistant County Manager for Human Rights shall inform the Complainant of the right to file a complaint directly with the Federal Transit Administration, at FTA Office of Civil Rights, 1200 New Jersey Ave/, SE, Washington, D.C. 20590.